

QC 21 Non Conformance Report

Date	16/05/23
Viamed / VST* Issue id unique identifier *delete as appropriate	295327
BSI Ref (if applicable) unique identifier	2342435-202305-N2
Responsibility Person Overall responsible	Derek Lamb
Non-Conformance statement of the problem	The process for internal audit is not fully effective as it was not clear that all issues raised during internal audit were part of the non- conformity review process as per documented procedure
Investigation By: Person responsible	Derek Lamb
Investigation Root Cause Analysis Issue id (if applicable)	Audit related issues were not flagged as non conformance issues and therefore were not reviewed and monitored in the same way.
Corrective Action By: Person responsible	Derek Lamb
Corrective Action Issue ID (if applicable): Relevant Immediate Corrective action (if applicable)	We will update the Non conformance review to include Audit related issues. The Audit related issues from the previous three years should then appear in the next normal non conformance review. These can then be reviewed to assess any impact, risk, feedback or issues that need to be investigated.
Time Scale for Immediate Corrective Action Time for completion of all identified actions	Immediate action has been taken. All immediate action will be carried out within one week, by 18 th May 23
Corrective Action:	

Relevant and Proportionate Corrective Action	To review all the Audit related issues from the past three years and assess them for any impact, risk, feedback or issues that need to be investigated.
Time Scale for Corrective Action Time for completion of all identified actions	All corrective action will be carried out within one month, by 11th June 23
Risk Review Confirm action does not have negative affects and/or risks to any other part of the ISO system	Re-reviewing the Audit related issues, in the non conformance review, does not negatively affect the ISO system. As we are reviewing issues to assess them this is a positive step to prevent risk
Follow-up future issue id (Effectiveness verification)	
Effectiveness verification	
Closed By:	
Closed on	